

WHAT IS CLAIMED IS:

- 1 1. A method for call center dialog management, comprising:
 - 2 presenting a contact with a first call center dialog segment having a current
 - 3 call center dialog property;
 - 4 receiving from the contact a contact dialog segment;
 - 5 identifying a dialog property keyword within the contact dialog segment;
 - 6 replacing the current call center dialog property with a new call center dialog
 - 7 property in response to the dialog property keyword; and
 - 8 presenting a second call center dialog segment having the new call center
 - 9 dialog property to the contact.
- 1 2. The method of claim 1:
 - 2 wherein the dialog property keyword indicates a dialog speed; and
 - 3 wherein replacing includes replacing a first dialog speed with a second dialog
 - 4 speed.
- 1 3. The method of claim 1:
 - 2 wherein the dialog property keywords indicates a dialog language; and
 - 3 wherein replacing includes replacing a first dialog language with a second
 - 4 dialog language.
- 1 4. The method of claim 1:
 - 2 wherein the dialog property keywords indicate a contact expertise level; and
 - 3 wherein replacing includes replacing a first contact expertise level with a
 - 4 second contact expertise level.

1 5. The method of claim 1:
2 wherein the dialog property keywords indicates a contact help level; and
3 wherein replacing includes replacing a first contact help level with a second
4 contact help level.

1 6. The method of claim 1:
2 wherein replacing includes replacing a first pre-recorded call center dialog
3 segment having the current call center dialog property with a second pre-recorded
4 dialog segment having the new center dialog property.

1 7. The method of claim 1:
2 wherein replacing includes adjusting a text-to-speech synthesizer from
3 generating center dialog segments having the current call center dialog property
4 toward generating center dialog segments having the new call center dialog property.

1 8. The method of claim 1:
2 wherein replacing includes adjusting a Voice-XML prosody tag from
3 generating center dialog segments having the current call center dialog property
4 toward generating center dialog segments having the new call center dialog property.

1 9. The method of claim 1;
2 wherein replacing includes adjusting a digital signal processor time-scale
3 modification.

1 10. The method of claim 1:
2 further comprising,

3 generating a set of dialog metrics from the contact dialog segment; and
4 comparing the set of dialog metrics against a set of dialog metric
5 thresholds; and
6 wherein replacing includes,
7 replacing the current call center dialog property with a second new call
8 center dialog property, if no dialog property keyword is identified and the
9 generated dialog metrics vary from the first set of thresholds by a first
10 predetermined amount.

1 11. A method for call center dialog management, comprising:
2 presenting a contact with a first call center dialog segment having a current
3 call center dialog property;
4 receiving from the contact a contact dialog segment;
5 generating a set of dialog metrics from the contact dialog segment;
6 comparing the set of dialog metrics against a set of dialog metric thresholds;
7 replacing the current call center dialog property with a new call center dialog
8 property, if the generated dialog metrics vary from the set of thresholds by a
9 predetermined amount; and
10 presenting a second call center dialog segment having the new call center
11 dialog property to the contact.

1 12. The method of claim 11 wherein generating includes:
2 totaling a number of times the contact was asked to respond to the first call
3 center dialog segment.

1 13. The method of claim 11 wherein generating includes:

2 totaling a number of times the contact requested help.

1 14. The method of claim 11 wherein generating includes:

2 calculating how poor the contact's grammar is.

1 15. The method of claim 11 wherein replacing includes:

2 replacing a first dialog speed with a second dialog speed.

1 16. The method of claim 11 wherein replacing includes:

2 replacing a first dialog language with a second dialog language.

1 17. A method for call center dialog management, comprising:

2 presenting a contact with a first call center dialog segment having a current
3 call center dialog property;

4 receiving from the contact a contact dialog segment;

5 identifying a dialog property keyword within the contact dialog segment;

6 generating a set of dialog metrics from the contact dialog segment;

7 comparing the set of dialog metrics against a set of dialog metric thresholds;

8 replacing the current call center dialog property with a new call center dialog
9 property in response to the dialog property keyword;

10 replacing the current call center dialog property with a second new call center
11 dialog property, if no dialog property keyword is identified and the generated dialog
12 metrics vary from the set of thresholds by a first predetermined amount; and

13 presenting a second call center dialog segment having the new call center
14 dialog property to the contact.

1 18. A computer-usable medium embodying computer program code for
2 commanding a computer to effect call center dialog management, comprising:
3 presenting a contact with a first call center dialog segment having a current
4 call center dialog property;
5 receiving from the contact a contact dialog segment;
6 identifying a dialog property keyword within the contact dialog segment;
7 replacing the current call center dialog property with a new call center dialog
8 property in response to the dialog property keyword; and
9 presenting a second call center dialog segment having the new call center
10 dialog property to the contact.

1 19. A computer-usable medium embodying computer program code for
2 commanding a computer to effect call center dialog management, comprising:
3 presenting a contact with a first call center dialog segment having a current
4 call center dialog property;
5 receiving from the contact a contact dialog segment;
6 generating a set of dialog metrics from the contact dialog segment;
7 comparing the set of dialog metrics against a set of dialog metric thresholds;
8 replacing the current call center dialog property with a new call center dialog
9 property, if the generated dialog metrics vary from the set of thresholds by a
10 predetermined amount; and
11 presenting a second call center dialog segment having the new call center
12 dialog property to the contact.

1 20. A system for call center dialog management, comprising a:

2 means for presenting a contact with a first call center dialog segment having a
 3 current call center dialog property;
 4 means for receiving from the contact a contact dialog segment;
 5 means for identifying a dialog property keyword within the contact dialog
 6 segment;
 7 means for replacing the current call center dialog property with a new call
 8 center dialog property in response to the dialog property keyword; and
 9 means for presenting a second call center dialog segment having the new call
 10 center dialog property to the contact.

1 21. A system for call center dialog management, comprising a:
 2 means for presenting a contact with a first call center dialog segment having a
 3 current call center dialog property;
 4 means for receiving from the contact a contact dialog segment;
 5 means for generating a set of dialog metrics from the contact dialog segment;
 6 means for comparing the set of dialog metrics against a set of dialog metric
 7 thresholds;
 8 means for replacing the current call center dialog property with a new call
 9 center dialog property, if the generated dialog metrics vary from the set of thresholds
 10 by a predetermined amount; and
 11 means for presenting a second call center dialog segment having the new call
 12 center dialog property to the contact.

1 22. A system for call center dialog management, comprising:

2 an interactive voice response module for presenting a contact with a first call
3 center dialog segment having a current call center dialog property and receiving from
4 the contact a contact dialog segment;
5 a dialog analysis module for identifying a dialog property keyword within the
6 contact dialog segment;
7 a dialog property controller for replacing the current call center dialog property
8 with a new call center dialog property in response to the dialog property keyword; and
9 wherein the interactive voice response module then presents a second call
10 center dialog segment having the new call center dialog property to the contact.